

About this guide

Who should use this guide

This IVR 2.0/I 3270 Gateway Development Guide is written for IVR 2.0/I application developers whose voice applications require access to mainframe resources using the 3270 communication protocol.

This guide assumes that the user is familiar with 3270-based applications, and is experienced in creating voice applications with IVR 2.0/I. You should also be familiar with the UNIX operating system and the vi text editor (or another text editor installed on your application processor).

How to use this guide

This guide contains the following chapters and appendices:

Chapter 1: About the 3270 gateway

Provides an overview of the 3270 communication protocol and the features of the IVR 2.0/I 3270 Gateway.

Chapter 2: Template files

Shows you how to write template files that capture the actual flow of screens and fields that must be traversed to transmit information to and from the mainframe computer.

Chapter 3: Getting started

Describes the steps you must perform to activate the 3270 gateway software for use with IVR 2.0/I (after the hardware and software is installed as described in the appendices). This chapter also includes a sample set of template files that would be required to perform a specific transaction.

Chapter 4: Meridian IVR 2.0/I Call flow interface

Explains how to integrate the templates you created in Chapter 3 with your IVR 2.0/I application call flow.

Appendix A: SCO

Provides information on configuring vendor host communication packages specifically for use with IVR 2.0/I.

Appendix B: Host connectivity

Illustrates how to interface with different host computers over systems such as IBM 3270 and 5250.

Additional Nortel manuals

The information supplied with your vendor's host connectivity package will be necessary for hardware and software installation and configuration.

You may find the following manuals useful while reading this guide:

Manual	NTP Number
<i>Application Development Guide</i>	555-9001-310
<i>System Administration Guide</i>	555-9001-300

Conventions used in this guide

Throughout this guide, several typographic conventions have been used to highlight certain types of information.

- Items that appear on the IVR 2.0/I screens are identified in quotes (for example, the “Function Code” part of the parameters window).
- IVR 2.0/I buffer names are shown in all upper case characters (for example, the CURRENT MESSAGE buffer).
- Items that are file names or messages are shown in bold (for example, the **/u/ivr/3270/getbalance.act** file).
- Items you must type are shown in a different typeface (for example, type **te3270** at the prompt).
- Variables shown in command lines appear in italics (for example, the *host_cfgn* file, where n is a variable representing a board number).
- Key names you press are enclosed in angle brackets (for example, the <Enter> key).